MB Interview

Tell me the types of digital devices you are familiar with and how often you use them.

A smartphone, for calling, social media

Which features, software, or applications do you use your mobile phone for?

For direct calling, social media,
I use WhatsApp
Messenger
IMO
Telegram
ABN AMRO bank

So far how was the integration process for you? What does integration mean for you?

Integration, good and bad.
Good, the available opportunities
Work opportunities, supporting my family financially
Difficult, the language, and asylum procedure took very long for me
I waited for 5 years to get a paper
Came via Italy
I had a fingerprint in Italy
Got rejected there
Got rejected here too
Appealed here
Finally settled here

How do you use digital technologies in your everyday life? Have digital skills played a role in your integration process? If so, can you elaborate on how?

Use my phone for communication

Connecting with friends and family

Work schedule shared through WhatsApp

I use Google Maps

Do you feel that digital technologies have helped or hindered your integration into Dutch society? Can you provide specific examples?

Helpful for example WhatsApp and Google Maps

Difficult to make payments online, make appointments, use email,

Writing emails, checking, and responding

How do you currently use digital technologies to access information about your rights and obligations as a refugee in the Netherlands?

IND and caseworker

Have you used any digital tools or resources to learn Dutch or other languages? How effective have these been?

Attended a Dutch language course

Videos

Have you encountered any challenges using digital technologies in the Netherlands, such as language barriers or lack of access to technology? How have you overcome these challenges, if at all?

Language

Ability to use the devices

Cost, for five years I was not given permission

I had no WiFi

No phone

No internet

Had a small phone for calling

Do you use any online platforms or apps to connect with other refugees or people from your home country? How has this affected your sense of community and belonging in the Netherlands?

I use WhatsApp

Messenger

IMO

Telegram

Have you had the opportunity to interact with Dutch people or participate in Dutch social events? Have you used any digital tools or platforms to connect with Dutch people or participate in Dutch social events?

No

Have you been able to find employment since arriving in the Netherlands? If not, what are the challenges you face in finding a job?

Yes

Previously worked informally

Now I am working in a warehouse

No paper no work

No paper no BSN and job

No paper - made it difficult for me

Have you used any online platforms or resources to search for job opportunities?

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Have you received any support or training to develop digital skills related to job search or job performance?

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Do you feel that digital skills are important in accessing basic services in the Netherlands? Have you used any digital tools or resources to help you navigate the Dutch system and access these services?

Yes, very important
Work - WhatsApp
Work application - difficult to use
Banking application - most features difficult to use

Have you faced any challenges in accessing basic services such as healthcare, education, or housing in the Netherlands?

Getting a paper took long
Couldn't access services
Work, benefits, health,

Have you had any opportunities to attend digital skills training programs or workshops in the Netherlands? If so, can you describe your experience and how it has benefited you?

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Are there any specific digital skills or areas of knowledge that you feel would be particularly valuable for your integration into Dutch society? Why?

What kind of support or resources do you think would be beneficial in helping refugees like yourself in the Netherlands improve their digital skills and enhance their integration?

Laptops, and smartphones

Support for undocumented immigrants - to access basic services - health, work, shelter

Faster asylum procedure